



POLICY/PROCEDURE

606.04 Inmate Request Grievance Forms

Number Series: 600 - Corrections Division

Sheriff's Approval: Digital

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Review Frequency: Annually

606.04-1 Policy

A viable inmate request process shall be available to assist inmates in communication of information, needs, and desires. The Inmate Request/Grievance form shall function as a conduit between the inmate and facility programs, services, and other matters that may be of concern to inmates incarcerated in the Hendry County Sheriff's Office Jail facility. Inmate Request/Grievance forms are intended solely for in-house use.

606.04-2 Procedures

- I. Paper Inmate Request/Grievance forms consist of an original (white) and one copy (yellow). These request forms should only be utilized if the kiosk system is down or if the inmate is on Disciplinary Confinement status and does not have access to the kiosk.
- II. Inmates may:
 - A. Obtain an Inmate Request/Grievance form by using the kiosk system.
 - B. Complete the inmate request section of the form, to include identifying the subject and nature of the request.
- III. Sergeants shall:
 - A. Answer requests and grievances as part of their daily duties.
 - B. After completion of investigation and comments, forward the Inmate Grievance to the Jail Administrator.
- IV. Administrative review:
 - A. The Jail Administrator or designee shall review the grievance, respond and return the Inmate Request/Grievance form to the inmate.
- V. Responses to the paper requests shall be indicated on the Inmate Request/Grievance form, with the completed "Inmate Copy" (yellow) returned to the inmate, and the original (white) filed in the inmate's Classification file.

606.04-3 Timelines

- I. Under normal circumstances, staff shall respond to Inmate Request/Grievance forms within seven days of receipt (excluding weekends and holidays).

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- II. Requests requiring extensive research, documentation or efforts may require additional time. Inmates shall be informed when additional time is required.
- III. Requests of an emergency nature threatening the inmate's immediate health or welfare shall be acted upon as soon as possible.

606.04-4 Inmate Requests Not Requiring Form Submission

- I. Inmates requesting bond amounts, release dates, and similar issues need not submit an Inmate Request/Grievance form; such matters shall be resolved by the Deputy or Roving Housing Deputy.
- II. Control Deputies and Roving Housing Deputies shall:
 - A. Access the computer to obtain information regarding release dates, court dates, charges, and bonds.

606.04-5 Other Forms for Inmate Requests

- I. Specialty forms and their uses:
- II. This system has Inmate Request Forms; Inmate Grievance Forms; Money/Commissary Request Forms and Medical Request Forms.
 - A. Inmate Request/Grievance Form - to address issues relating to conditions of confinement; to communicate with Public Defenders; to request legal materials
 - B. Adjustment Hearing Appeal Decisions - to appeal the decision of a Disciplinary Hearing Committee.
 - C. Medical Form – to address issues relating to medical or mental health conditions.
 - D. Money/Commissary Form – to address issues relating to commissary or inmate account issues.
 - E. Legal Information Request Form – to be given if the inmate is requesting access to the Law Library.
- III. The U.S. Postal Service shall be utilized to communicate with Private Attorney’s, State Attorney’s Office, County or State Probation.

REFERENCES

State/Federal Regulations:

Florida Model Jail Standards

FCAC:

N/A

PREA:

N/A

Forms:

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Adjustment Hearing Appeal Decisions
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Other Policy/ Procedure References:
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